

# Twilio Overview & Demo

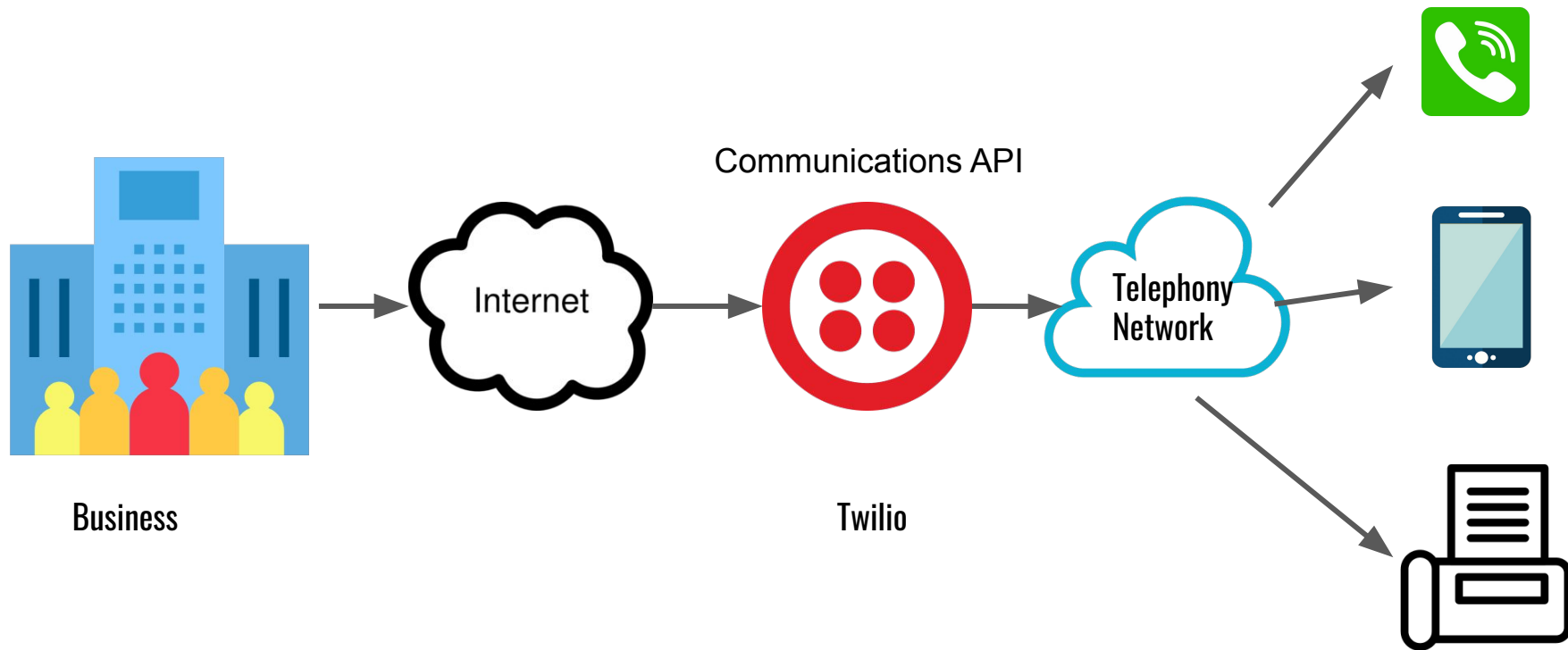


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# What is Twilio?



# How do you use Twilio?

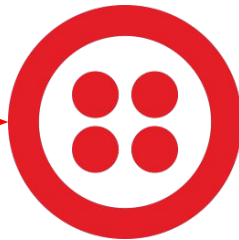


# DEMO - call coming in to Twilio



AT&T iPhone

+1 650 763 XXXX



```
<?xml version="1.0"
encoding="UTF-8"?>
<Response>
  <Say>Hi and welcome to
Twilio</Say>
  <Say> We appreciate your
support</Say>
</Response>
```

# Inbound calls use cases

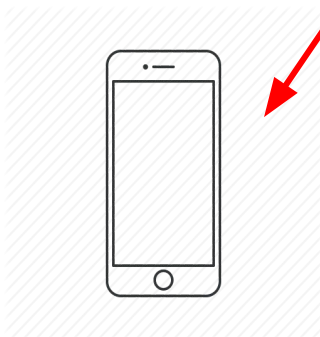
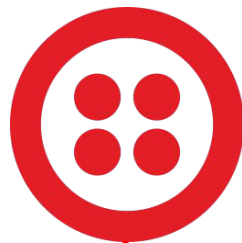
- Call center
- IVRs
- Business Process automation

# DEMO - call anonymization



AT&T iPhone

+1 650 763 XXXX



```
<?xml version="1.0"
encoding="UTF-8"?>
<Response>
  <Say>Connecting
you to Driver</Say>
<Dial>+1415XXX
YYYY</Dial>
</Response>
```

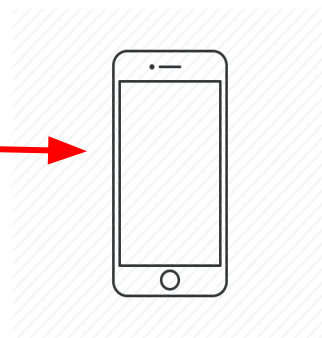
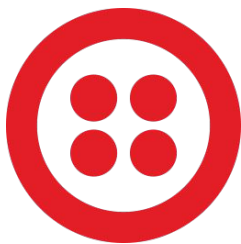
# Call forwarding/call anonymization use cases

- Call to/from Uber driver
- Delivery communications
- Dating applications
- Counseling lines

Many more use cases you can read about at: <https://customers.twilio.com/>

# DEMO - outgoing call - school notification

+1 650 763 XXXX



AT&T iPhone

```
<?xml version="1.0" encoding="UTF-8"?>
<Response>
  <Say>This is a message from the San Francisco
  School District</Say>
  <Say> No school due to snow today. Keep your kids
  safe at home.</Say>
</Response>
```



# Outbound calls use cases

- Notifications
  - Dentists/Restaurant reservations/Deliveries
  - Schools/Public safety
  - Health information
  - At-risk updates
- Two factor authentication

Many more use cases you can read about at: <https://customers.twilio.com/>

# Safeguards

Acceptable Use policy

Know Your Customer policies

Industry standards development

Concurrency limits

Price